

### The Positioning of this Course (Target Participants)

AOTS uses the following outline to design courses on quality management, according to the positions of the participants. This course (PQPS) has been designed for managers/supervisors and engineers who wish to acquire practical knowledge of techniques for improving quality and resolving important problems.

	Program	Target Participants	Aims	Duration
Owners/ Top Executives	EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	16 - 24 May, 2018 (8 days)
Senior Managers	PQM	Senior Managers/ Middle Managers who are expected to play further roles in the future	<Management Level> Improving ability to promote quality management based on the policies of the top managers	20 - 31 August, 2018 (2 weeks)
Managers	PQPS	Managers/Supervisors, Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	3 - 14 September, 2018 (2 weeks)
Supervisors/ Engineers				

### Aims of the Course (Advantages of Course Participation)

- Through lectures and case studies focusing on practical understanding, the program seeks to ensure that participants master approaches to the ways of utilizing QC problem-solving methods, which are indispensable as a basis of TQM.
- The program seeks to ensure that participants improve their own ability to resolve quality problems in their workplaces.
- The program aims to improve the ability of participants to lead and promote problem-solving activities in their workplaces.

**\*A curriculum under the supervision of first-ranked lecturers and a great environment for learning will be provided.**

### The Instructors

#### Senior Program Director: Dr. Noriaki Kano

Professor Emeritus, Tokyo University of Science  
 Honorary Chairperson, Asian Network for Quality (ANQ)  
 Chairperson, Selection Committee for Deming Prize for Individuals  
 Board Member, Union of Japanese Scientists and Engineers (JUSE)  
 Honorary Member, Japanese Society for Quality Control (JSQC)  
 Honorary Member, International Academy for Quality (IAQ)  
 Honorary Member, the American Society for Quality (ASQ)  
 Foreign Honorary Adviser, China Association for Quality (CAQ)  
 Principal Counselor, Indian Society for Quality (ISQ)  
 Honorary Advisory Board Member, Hamdan Bin Mohammed e-University, Dubai  
 Honorary Member, Philippine Society for Quality (PSQ), Singapore  
 Quality Institute (SQI), Quality and Productivity Society of Pakistan (QPSP), Vietnam Quality Association of Ho Chi Minh City (VQAHA), Indian Society for Quality (ISQ), Chilean Association for the Quality (ASCAL), Business Foundation for Quality and Excellence (FUNDECE, Argentina) and Finnish Society for Quality (FSQ), etc.

Dr. Kano is a world authority on TQM field. His numerous research results, such as "The House of TQM" and "Attractive Quality and Must-Be Quality (Kano Model)", and "The Task Achieving QC Story" have brought him an international reputation. He has published more than 300 research papers and books. He is renowned throughout the world as the founder of the "Kano Model." He was awarded the 1997 Deming Prize for Individuals by the Deming Prize Committee (JUSE), the 1997 Deming Lecturer by the American Statistical Association (ASA), the 2002 E. Jack Lancaster Medal, the 2006 E. L. Grant Medal by the American Society for Quality (ASQ), the 2009 Distinguished Service Medal, the 2008 Dronacharya Award by Indian Society for Quality (ISQ), and the 2014 A. V. Feigenbaum Lifetime Achievement Medal by Asia Pacific Quality Organization (APQO), and the 2016 presidential Georges Borel Award for international achievements by the European Organization for Quality (EOQ), which is regarded as the best prize in the field of quality in Europe. In 2009, the Kano Quality Award was established by the Technology Promotion Association in Thailand for excellent and successful companies in management based on TQM. In 2010, Ishikawa-Kano Award named after Dr. Kaoru Ishikawa and Dr. Kano has been established by the Asian Network for Quality (ANQ) for individuals who have made great contribution to the development of quality in Asia.

#### Program Director: Mr. Yukihiro Ando

TQM Consultant  
 Lead Examiner, the Deming Prize Committee  
 Academician, International Academy for Quality (IAQ)  
 Board member, the Japanese Society of Quality Control (JSQC)  
 Honorary Advisor, Saitama Region QC Circle  
 Member of the Committee on the Domestic Response to ISO/TC176

Mr. Yukihiro Ando has been offering his expertise as a TQM consultant for many years to a large number of companies in both manufacturing and service sectors both at home and abroad, of which 25 companies have been awarded the Deming Application Prizes. He is a lecturer for quality management seminars held by organizations such as the Union of Japanese Scientists and Engineers, and has established a reputation as a lecturer who gives practical, enjoyable lectures. He has published many books on TQM. He was awarded the 1987 and 1997 Nikkei QC Literature Prizes, and the 2010 Distinguished Service Award for Promoting Quality Control from the Japan Society for Quality Control. His book published in 2010 "Daily Management - The TQM way" was awarded 2011 Masing Medal from International Academy for Quality.

#### Program Director: Dr. Masaaki Kaneko

Associate Professor, Department of Management Systems Engineering, School of Information and Telecommunication Engineering, Tokai University

Dr. Masaaki Kaneko has been engaged in his research at universities, specialized in Quality Control and TQM, after completing his doctorate degree at the Graduate School of Science and Engineering at Waseda University. He has won the Research Recognition Award by the Japanese Society for Quality Control (JSQC) four times, and the Best Paper Award by the Asian Network for Quality (ANQ) three times. He is also a representative of JSQC and a member of its international committee. In addition, he acts as a lecturer at seminars held by the Union of Japanese Scientists and Engineers (JUSE), and he was given an award for especially skillful lecturers at the 2005 and 2015 BC annual campaigns. He was also awarded the 2015 Nikkei QC Literature Prize for a collective-writing book, "QMS Approaches for Medical Care Quality to be Assured by Organizations."

## Tentative Schedule

Date		Morning Session	Afternoon Session	Evening
4 Sep.	Mon	Orientation Opening Ceremony	LECTURE: Course Overview / Introduction to TQM The Importance of Problem Solving Activities	LECTURE & EXERCISE: Approaches to and Ways of Implementing Problem Solving
5	Tue	LECTURE & EXERCISE: "Observation" and Techniques - Check Sheets and Pareto Diagrams	LECTURE & EXERCISE: "Analysis" and Techniques -Cause-and-Effect Diagrams LECTURE & EXERCISE: "Standardization" and Techniques	
6	Wed	COMPANY VISIT: - Case Study of Promoting Improvement Activities		
7	Thu	LECTURE & EXERCISE: Instructions for Statworks "Observation" and Techniques - How to Read and Draw a Histogram	LECTURE & EXERCISE: "Observation" and Technique - How to Read and Draw a Histogram	
8	Fri	LECTURE & EXERCISE: "Analysis" and Techniques - How to Draw a Scatter Diagram/ Stratification	LECTURE & EXERCISE: "Analysis" and Techniques - Regression Analysis EXERCISE: Combined Exercise -1 - Histogram and Scatter Diagrams	LECTURE: Introduction of actual QM Research -1
9	Sat	Day Off		
10	Sun	Day Off		
11	Mon	LECTURE & EXERCISE: "Observation" and Techniques - Control Charts	LECTURE & EXERCISE: "Observation" and Techniques - Control Charts	LECTURE: Introduction of actual QM Research -2
12	Tue	EXERCISE: Combined Exercise -2 - Histogram and Control Charts	LECTURE & EXERCISE: -Introduction of Company Visit -Pre-Discussion of Company Visit	Study Tour(Move to visiting city)
13	Wed	COMPANY VISIT: -Problem Solving Case Study  Back to TKC		
14	Thu	EXERCISE: Comprehensive Case Study -Guidance to the Case Study	EXERCISE: Comprehensive Case Study -Preparation for Reports by group	
15	Fri	EXERCISE: Comprehensive Case Study -Presentation/ Q and A	LECTURE: Special Lecture "Advanced Quality Theory"/  Training Evaluation Session and Closing Ceremony	

### Language

All lectures and visits will be conducted in English, or Japanese with translation into English

**- Part of the participation expenses will be covered by subsidy from the Japanese government -**



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Visit [http://www.aots.jp/jp/ikusei/management/files/18pqps\\_e.pdf](http://www.aots.jp/jp/ikusei/management/files/18pqps_e.pdf)  
for the Program Outline and Participation Requirement

**Application Deadline: 2 July 2018 (Mon)**

